

AMENDMENTS TO THE CLAIMS

1. (Currently Amended) An automated method for referring a prospective customer to one or more prospective dealers of automobiles and/or automobile services comprising:

a) prompting the prospective customer to enter customer information about the prospective customer;

b) receiving customer information about the prospective customer;

c) querying a database using the received customer information that contains:

1) dealer information about the identity and location of a plurality of dealers of automobiles and/or automobile services; and

2) contact information about prior contacts in the database between the prospective customer and dealers in the database, including information about the reason for each prior type of contact, such as to purchase a vehicle, service a vehicle, or purchase a part;

d) locating in the database two or more dealers with whom the prospective customer ~~has~~ had ~~different types of prior contacts for different reasons;~~ and

e) delivering information to the prospective customer about one or more of the located dealers, giving preference to the dealer or dealers with whom the customer ~~had~~ has prior contacts ~~for of one of the reasons types.~~

2. (Original) The method of claim 1 wherein the customer information includes at least a portion of the prospective customer's address.

3. (Original) The method of claim 1 wherein the customer information includes at least one from the group consisting of the prospective customer's name, address, zip code, city or state.

4.-5. (Canceled)

6. (Currently Amended) The method of claim 1 wherein preference is given to the dealer or dealers with whom the customer had a prior contact for a sales-related reason~~a prior selling relationship is given the preference.~~

7. (Canceled)

8. (Currently Amended) The method of claim 1 wherein the dealer or dealers with whom the customer had a prior contact for a prior-service-related reason~~relationship~~ is given a lower preference.

9. (Canceled)

10. (Currently Amended) The method of claim 1 further comprising:

a) repeating steps (a) – (c) in connection with a different prospective customer;

b) failing to locate in the database any prior contact in the database that the different prospective customer ~~has had~~ with any of the dealers;

c) locating in the database one or more dealers that are near the different prospective customer; and

d) delivering information to the different prospective customer about at least one of the dealers that are near the different prospective customer.

11. (Currently Amended) The method of claim 1 wherein the delivered information is results~~are divided into a plurality of sets.~~

12. (Currently Amended) The method of claim 11 wherein each set lists dealers that had a prior contact with the customer for the same reason~~of a particular type of prior contact.~~

13. (Currently Amended) The method of claim 11 wherein only one of the sets ~~of results~~ is viewed at a time.

14. (Currently Amended) The method of claim 11 wherein one of the a-sets ~~of results~~ has a link leading to another of the next possible sets.

15. (Currently Amended) The method of claim 11 wherein the sets are displayed in order of the preference.

16. (Currently Amended) The method of claim 11 wherein each dealer listed in each ~~the~~ set has a link for displaying a map of its location.

17. (Currently Amended) The method of claim 11 wherein each dealer listed in each ~~the~~ set has a link for displaying directions to its location.

18. (Currently Amended) The method of claim 1 wherein the locating locates two or more prior contacts ~~for~~ of the same reason ~~type~~ on different dates and wherein the delivering gives preference to the prior contact with the most recent date within the two or more prior contacts ~~of~~ for the same reason ~~type~~.

19. (Previously presented) The method of claim 18 wherein the giving preference includes highlighting the prior contact with the most recent date.

20. (Currently Amended) A system for referring a prospective customer to one or more prospective dealers of automobiles and/or automobile services, the system comprising:

a) a remote client enabling the prospective customer to enter customer information about the prospective customer;

b) a central computer/server to receive the information;

c) a database configured with:

1) dealer information about the identity and location of a plurality of dealers of automobiles and/or automobile services; and

2) contact information about prior contacts between one or more of the dealers and one or more prospective customers, including information about the reason for each prior type of contact, such as to purchase a vehicle, service a vehicle, or purchase a part;

d) a processor for querying the database and delivering the results to the prospective customer in a manner that gives preference to prior contacts ~~for of one~~ reason type as compared to another reason type.

21. (Original) The system of claim 20 wherein the remote client is configured with an Internet browser having forms capabilities.

22. (Previously presented) The system of claim 20 furthering comprising means for transmitting the results over the Internet.

23. (Currently Amended) An automated method for referring prospective customers to one or more prospective dealers comprising:

a) prompting a first prospective customer to enter customer information about the first prospective customer;

b) receiving customer information about the first prospective customer;

c) querying a database using the customer information from the first customer that contains:

(1) dealer information about the identity and location of a plurality of dealers; and

(2) contact information about prior contacts between one or more of the dealers and one or more prospective customers, the query generating at least one prior contact between the first prospective customer and at least one of the dealers in the database;

d) reporting information about at least one of the dealers that ~~have~~ had a prior contact with the first prospective customer to the first prospective customer;

e) prompting a second prospective customer to enter customer information about the second prospective customer;

f) receiving customer information about the second prospective customer;

c) querying the database using the customer information from the second customer; the query failing to generate any prior contact between the second prospective customer and any of dealers in the database;

d) locating one or more dealers that are near the location of the second prospective customer; and

e) delivering information about at least one of the dealers that are near the second prospective customer to the second prospective customer.

24. (Previously presented) The method of claim 23 wherein the customer information about the first or the second prospective customer comprises the prospective customer's address and zip code.

25. (Previously presented) The method of claim 23 wherein the customer information about the first or the second prospective customer includes at least one from the group consisting of the prospective customer's name, address, zip code, city or state.

26. (Currently Amended) The method of claim 23 wherein the contact information in the database includes information about the reason for each ~~there are a plurality of types of prior contacts, such as to purchase a vehicle, service a vehicle, or purchase a part.~~

27. (Currently Amended) The method of claim ~~26~~ 23 wherein the querying using customer information from the first customer results in contacts with different dealers for different reasons ~~of different types and wherein the delivering information to the first customer gives preference to one of the reasons types contacts.~~

28. (Previously presented) The method of claim 23 wherein a list of the dealers nearest to the second customer is returned.

29. (Original) The method of claim 23 wherein the results are divided into a plurality of sets.

30. (Currently amended) The method of claim 29 wherein each set lists dealers that had a of a particular type of prior contact with the customer for the same reason.

31. (Currently Amended) The method of claim 30 wherein only one of the sets of ~~results~~ is viewed at a time.

32. (Currently Amended) The method of claim 30 wherein one of the a-sets of ~~results~~ has a link leading to another of the next possible sets of results.

33. (Currently Amended) The method of claim 30 wherein the sets are displayed in order of the preference.

34. (Currently Amended) The method of claim 30 wherein each dealer listed in each ~~the set~~ has a link for displaying a map of its location.

35. (Currently Amended) The method of claim 30 wherein each dealer listed in each ~~the set~~ has a link for displaying directions to its location.

36. (Currently Amended) The method of claim 30 wherein each a-set lists dealers with the most recent prior contacts ~~listed first~~.

37. (Currently Amended) The method of claim 30 wherein each a-set highlights the dealer with the most recent prior contact.

38. (Currently Amended) A system for referring a prospective customer to one or more sellers comprising:

a database system configured to look into a database to locate information about prior contacts the prospective customer has had with the sellers; and

a reporting system configured to provide information to the prospective customer about at least one of the sellers with whom the customer ~~has had~~ a prior contact, giving preference to the seller with whom the prospective customer ~~has had~~ a prior contact for one of several reasons, such as to purchase a vehicle, service a vehicle, or purchase a part, type when the customer ~~has~~ had prior contacts for different reasons ~~types~~ with two or more of the sellers.

39. (Currently Amended) A system for referring a prospective customer to one or more sellers comprising:

a database system configured to identify at least one seller with whom the prospective customer ~~has~~ had at least one prior contact and at least one seller that is near to the prospective customer; and

a reporting system configured to provide information to the prospective customer about at least one of the identified sellers, giving preference to the seller with whom the customer ~~has~~ had a prior contact, if such a seller is identified by the database system.